

Water is a Valuable Resource Save Every Drop!

Volume 1-2011



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WATER AND SEWERAGE COMPANY



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Water is a Valuable Resource, Save Every Drop!

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WASA Becomes a Company

By: Morathane Monyamane

The Government of Lesotho (GoL) established Water and Sewerage Authority (WASA) in 1992 with a vesting Act of Parliament "Water and Sewerage Authority Order No. 19 of 1992". The purpose of establishing WASA was to provide water and sewerage services in all designated urban centres of the country.

As part of the Millennium Development Goals of the country, the Government established a Water and Sanitation Policy in 2007, with the view of enhancing service delivery in the water and sanitation sector. Statement 7 of the policy, "Institutional Arrangement and Legislative Framework," provides for introduction of regulation of water and sewerage services. In implementing this policy, the government decided to put WASA under regulation. Since WASA was still an Authority with its defined powers, it would be difficult to regulate its operations. The government therefore made a decision to turn WASA into a company to enable regulation of its services.

In 2010, the WASA Order No. 19 of 1992 was repealed and a new company, Water and Sewerage Company (PTY) Ltd. (WASCO)

was established with the enabling act of Parliament "Water and Sewerage Company Act No. 13 of 2010". The company's shareholding is totally with the Government of Lesotho through the Ministries of Natural Resources and Finance and Development Planning, and WASCO now assumes all assets and liabilities, including Financial and Human Resources of the former WASA.

Furthermore, the formerly single-focused regulator, Lesotho Electricity Authority (which only regulated electricity), was turned into a multi sector regulator, to include regulation of water and sewerage services. WASCO now fully operates commercially, and will therefore soon be under regulation at the time that will be announced by the Minister of Natural Resources. The transformation and change management process of moving the new company forward are underway. Preparations are going on to establish the new organisation structure and governance structures, towards entering into a regulatory environment.

Water is a Valuable Resource – Save Every Drop!



WASCO Launches Water Saving Campaign

By: Lineo Moqasa



Mr. Khotso Letsatsi, Public Relations Manager WASCO with Mr. Louis Dorval-Douville from ECONOLER.

The Water and Sewerage Company (WASCO) in partnership with ECONOLER- a group of Engineers, recently launched a water conservation awareness campaign at end-user-level. The campaign follows a study undertaken by the Ministry of Natural Resources in 2009 on the rapid urbanisation in the lowlands as well as increased industrial development. The study revealed that the two developments have led to increased water shortages and inadequate sanitation facilities in the urban and peri-urban areas. Hence, this campaign aimed at creating awareness to consumers at all levels to use water sparingly to enhance the poverty reduction

strategy and improve the economic growth of the country. WASCO and ECONOLER have introduced the use of gadgets as a means of conserving water. The easy- to- fit and affordable gadgets as explained by Louis Dorval-Douville from ECONOLER are already in the market and the consumers can buy and fit them in their bathing, showering and washing accessories. Few sample gadgets will be given free of charge to customers by WASCO during the campaign.

Water saving promotional poster was also designed as a means of creating awareness. The poster highlights the daily poor water-use practices and on the other hand the best water-use practices to be adopted. Mr Khotso Letsatsi WASCO Public Relations Manager highlighted some of the best practices such as the use of a bucket and broom for washing cars and cleaning pathways respectively rather than using a hose pipe. This promotional material will be distributed to the public areas, the schools, and other public institutions.

Water is essential for life and human development hence water-saving measures are of highest priority to WASCO.

"Every Drop Counts."

5 TIPS TO MAKE YOUR RELATIONSHIP LAST FOREVER.... WITH WATER AND WASCO.

By: 'Matšele 'Mota

Smell good

Take a bath daily. Imagine going out on a date to Maseru Sun or wherever without taking a bath first! Not cool at all!

Look good

Wash your clothes. There's definitely something attractive about someone wearing clean, ironed clothes.

Be healthy

Drink your 8 glasses of water daily. Research has shown that water keeps breath fresh as it works to clean the system from the inside out. How many relationships have ended due to bad breath?

Spring clean the love nest

A house is never perfectly clean until it is thoroughly mopped up with clean water and soap: one bucket of clean water per room. Now you can open the door to your loved one with a smile...aah! A clean love nest waits.

Wine and dine to keep the spark alive

Did you know that red wine is 89% water? Moreover, food with the highest water content is the healthiest e.g. water melon.

So there you have it: WASCO and its water is definitely a great contributor to loving, robust and happy relationships.

(Where would we be without clean water?)



Heavy Rains halt WASCO's Operations

By: Lineo Moqasa and Rethabile Lefantsatsa

Heavy rains and flooding across the country which started in December caused disruption of services, cut off roads and swept away bridges. In other instances, these unusual rains took away peoples' lives and destroyed private property. These prolonged torrential rains heavily affected the supply of water services in the Water and Sewerage Company (WASCO) operating towns namely Maseru, Teyateyaneng, Butha-Buthe, Mohale'shoek, Outhing, Hlotse and Mapoteng which was the worst hit centre.

The problem started on February 2011, when WASCO's pump stations namely Mohokare and Maqalika which is a back-up flooded, compelling the Company to completely shut down the water supply at the treatment plant. The 2 submersible pumps and 5 motors in the Mohokare and Maqalika pumps stations respectively were submerged in water. "This tempest was the first of its kind in the 30 years of my service in the water sector," says Mr. Peter Makoetje, the Acting Production Manager in the Maseru Water Supply.

The supply of water to the city of Maseru was cut down and briefly restored on the following day in some areas. However, on the second day the water supply was once again completely cut off as the Mohokare pump station was still immersed in water. The Maqalika pump station resumed operation after the pumps were dried and the station dewatered.

But as the rain continues to pour heavily, the Mohokare River burst its banks and inundated the low-lying areas. Mud-slides from the overflowing river exposed the raw water transfer pipes. Ultimately the now exposed pipes were broken and washed away. The raw water supply from Maqalika dam was thus once again cut off. Despite WASCO having a backup abstraction point at Maqalika and Planned Preventative Maintenance (PPM) strategy in place to address unusual situations, this was a tragedy of its kind. After a couple of days these submerged pipes were exposed and the damage was located. However, it took three days to repair the pipes as the job was complex and appropriate fittings had to be designed and manufactured from scratch.

The Mohokare River also subsided and the pump station was restored. The pumping started in week and most of the low-lying areas in the city of Maseru and some of its peri-urban areas were supplied with potable water, except for the high-lying areas which took a couple of days for all of them to get a supply of water.

In the other six towns the water supply services were disrupted in various ways. Mapoteng which was the worst hit centre, pipes which run along the river were broken and washed away. The 'Makaliso spring that supplies the entire Mapoteng area with water was flooded. The boulders fell into the spring and damaged



The Flooded Mohokare Pump station,



Maqalika pump station submerged in water.

the set up. This also triggered rock falls along the road to 'Makaliso.

Hlotse saw some areas not being supplied with potable water due to high turbidity. More often than not, the treatment plant had to be shut down due to the clogging of pressure filters. This situation adversely affected the production in areas such as Lisemeng 1, part of Sebothoane and Amerika. This problem was also exacerbated by damaged and submerged submersible pumps in the flooding Hlotse River.

At Teyateyaneng boreholes were affected by floods, while the raw water pumps submerged in water, and a pump motor was damaged beyond repair. On the other hand the access roads to the raw water intake at Butha-Buthe were eroded and the pipe system was exposed and damaged.

On the Southern part of the country, Outhing experienced a damage of the low lift pump in the intake structure and that of the high lift pump that delivers potable water to the storage was damaged affecting production.

Mohales'hoek well-points were washed away by floods and couldn't be repaired due to high river levels. A submersible pump was being used to transfer surface water to the treatment plant producing insufficient potable water.

During these floods most towns were rationing water to the customers. Efforts were made to fully restore water supply to all the centres. However, Mapoteng which was the worst hit centre managed to fully restore its water supply after three month as a lot of work had to be done to clear the inaccessible road to the water source, and to rebuild the weir.

This record rainfall has not caused a lot of damage to the WASCO operational activities but also revenue losses. However, the Company has put in place short term solutions to the problems. The implementation of the long term solutions has also commenced.

WHEN LOVE IS ALL YOU'VE GOT

By: 'Matšele 'Mota

When love is all you've got for your fellow-man,

Would you not pull up your sleeves and toil?
Would you not roll-up your trousers and wade through the dirty soil?

To secure a good life of clean water....
Would you not spend sleepless nights working?

Would you not lend a helping hand fixing, repairing, and mending?

To ensure a good life of clean water, you would.

When love is all you've got for your nation,

Would you not shield it with your life, with your very soul?

Would you not build it, regardless of the weather, with one prime goal?

To sustain a healthy life of safe water....

Would you not act swiftly to play your part?
Would you not fight fearlessly, tirelessly, endlessly to make a mark?

To maintain a healthy life of safe water, you would.

When love is all you've got there is no need for anything else

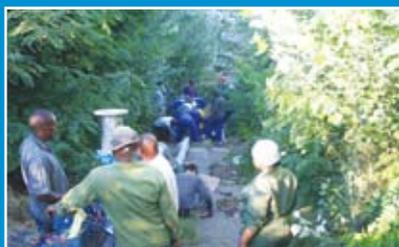
To the dedicated WASCO team:

You made it!

You took us through a tough and gruesome time of destructive floods.

You did it for your fellow-man....you did it for your nation.

We salute you – we thank you.



Khubetsoana-Mabote Residents Cry Foul over RUMDEL Construction

By: Lineo Moqasa

Residents of Khubetsoana and Mabote in the North East part of Maseru are dissatisfied with the work of the Rumdel Construction under the Maseru Wastewater Project (MWWP). The sewage pipes currently under construction in the said villages have raised a great concern to most villagers who have voiced their dissatisfaction to the Chief, Morena Hlathe Majara and the Member of Parliament (MP), Dr. 'Mamphono Khaketla.

Residents who felt the project is to relieve them of the burden of emptying their conservancy tanks, and VIP toilets has however made their homes inaccessible. They complain that it took days and months for Rumdel to backfill the excavated trenches which are dangerous to children. "These days it is not raining but pouring and we fear our children will drown in the trenches," one resident said. They also say the area is so full of water from the man-holes that many of the residents have no choice but to plod across it to reach their homes.

Heaps of soil and pipes are left in the streets and they cannot traverse them and are forced to walk up to three or four homes to cross

the street which is impossible to disabled residents. "I have to park on the other street, and sometimes I have to park five homes away. Right now I have cement bags for an ongoing building project but I cannot get to my house." These are just some of the glaring issues residents complain about. While water, telephone and electricity cuts are the order of the day.

Complaints from the said residents were presented to WASCO Chief Executive Mrs. Refiloe Tlali. RUMDEL, WASCO and Morena Hlathe Majara are already in the process of identifying the residents who lodged complaints so as to be addressed. "WASCO will do everything in its power to ensure that the complaints are addressed to the residents' satisfaction. It is our obligation to provide water and to safely dispose wastewater into the environment. In the process of fulfilling an obligation with a project such as this one, problems and misunderstandings do emanate, we however request the residents in the project area to work hand in hand with us to achieve a common goal," WASCO Chief Executive Mrs. Refiloe Tlali appealed.



Hope in Dark Times

By: Lineo Moqasa

"In a dark time, the eye begins to see." This is the moving first line from a poem by the late American poet, Theodore Roethke.

The Moroka* family has been waiting hopefully for a Good Samaritan to assist their three year old son diagnosed HIV Positive, with developmental delay and feeding problem hence a feeding tube inserted in his stomach to assist him. Due to his status, he was not successful in being enrolled in schools of children with disabilities in the country. However, a Specialized Day Care Centre in South Africa was identified.

The optimistic mother who believes that her son would one day lead a normal life approached WASCO for financial assistance. The Company offered to pay for the boy's tuition fee, rental and other expenses during their stay in the neighbouring country. The mother pointed out that due to her child's feeding problem, disability schools in the country could not enrol him. "A tube inserted through his stomach for feeding was a challenge to the care takers," says the mother. She stated that her son's body was not developing accordingly and Doctors informed her that this is due to infection in his brain.

However, there is a tremendous improvement after being placed on ARV's at Baylor Clinic. The baby boy, seated on his special wheelchair looks healthy and responds with a smile while talking to him. Though he cannot speak any words but he babbles, indicating that he understands what one is saying. This has given hope and joy to the mother who has been struggling to find help for her disabled child. She says she is not working as she has to care for her baby full time and the little improvement so far means a lot to her.

It takes a very special parent to bring up a special child. Hope girded this 28 year old mother all the way. She saw her child going through all the pain. He couldn't take any food down his throat as it would come through his nose, because he has the difficulty with chewing, swallowing and speech known as pseudo bulbar palsy. He has some head control and reaches for objects, but is unable to sit by himself or stand or walk. But day-by-day she gained strength and prayed to accept that she has been given care of a fragile person. As she translates her story, tears rolled down her cheeks, "I never know why this task has been passed on me, but I will take care of him to the best of my ability," she sobs.

Besides having a financial assistance for her son's development, she has also secured a medical aid for him from one company and was donated a special wheelchair at Universitas Hospital after counselling a mother whose child has the same problem. This mother does not only need a financial assistance but an emotional one also to keep the balance. Living with a severely disabled child has made her to see things differently. She says she has so far managed to surmount the obstacles and pitfalls on this journey. And what she needs is patience and energy to uplift her hope that everything is going to be great and her son would one day lead a normal life.

Two months after being at a special day care centre in South Africa, the mother says his child can now suck milk from a feeding bottle. This to her feels an enormous sense of accomplishment. "He's become much more confident as he is amongst other children with disabilities, and can now use a bottle for feeding," beams his mother.

Unlike most parents who are competitive and pushy, parents of children with

*pseudo name



disabilities realise very early on that, the marker of success or failure isn't the kid next door, or an imaginary set of targets, but a child's own personal progress. Little things such as a crooked smile, an ability to make eye contact, a bear hug, a misplaced kiss, a limp handshake, brings joy to the family. **How do you stay hopeful in this difficult time?**

There is always a ray of light at the end of a tunnel. We must go through the storm to appreciate the sunshine. Therefore there is no reason to despair as God has a purpose for me having to care for such a fragile person.

"Hope knows no fear. Hope dares to blossom even inside the abysmal abyss." Sri Chinmoy.

She says most disabled children in the country are disadvantaged and need to live with dignity. She therefore says there is a major task that lies ahead of her to ensure that children with disabilities are taken care of. She is thankful to WASCO for having assisted her son. This generous assistance has opened up a possibility of joy, of fulfilment and of grace to this family.

Touching the lives of others

By: Lineo Moqasa



When Mrs. 'Makhabiso Ranko was diagnosed with Breast Cancer almost six years ago, her world turned upside down. However, this courageous woman refused that it is a death sentence. "I cannot die I have to raise my children," she says. 'Makhabi (popularly known) says she once grappled with these emotions and tried to take control of her life.

The Diagnosis

I found a lump in October of 2005 in my left hand side breast while bathing. I was severely worried and immediately consulted my Doctor who suggested a mammogram to ascertain my worries. The mammogram showed a lump and a biopsy was done, it was

malignant. The Doctors suggested an operation of the breast which was done at Queen Elizabeth II Hospital on the 5th of December 2005. "It was a nightmare," she recalls. However, I got over it.

The Journey through Treatments

Three months after an operation I was sent to Bloemfontein for 8 Chemotherapy treatments. My treatment plan was not very hard. However, I was ill in response to the drugs, became nauseous, lost weight and this was coupled with an emotional trauma of losing all of my hair, eyelashes and eyebrows. It was an emotional roller coaster of hope and despair not only for me but my entire family. A radiation therapy treatment which took me six weeks to complete followed.

Lessons Learned

My cancer experiences not only caused me to see the power of God in my life but also inspired me to help others. Since my recovery I committed myself to making a difference in the lives of those diagnosed with cancer

as a member of the Lesotho Breast Cancer Network (LBCN), a registered charity and non-profit making organisation. "I share my experiences with other cancer patients, and since I was also assisted, I believe it is my turn to help others," she says.

I have also learned to be positive despite the odds. Thus I dressed to the nines each time I went for chemo treatment to uplift my spirit and rekindle the sense of hope and of healing in me. Through all this I learned that a tragic experience can be turned into something positive.

Advice to others

Know your body and get tested the minute you discover a lump in your breast. Early diagnosis and treatment help prevent the spread of cancer. After treatment go for check-ups as scheduled.

One in nine women will develop breast cancer at some point in their lives. Join the fight for women's survival, help beat breast cancer.



THE ROLE OF HR IN Branding

By: Makhakhe Maliehe



In the words of a respected seminal writer Laura Lake "a brand, simply put, is a **promise** to customers that a specific level of value, quality, and service will be received". If a company spells out this promise for their customers to see and hear through tools like marketing or PR, then this becomes a "Brand Promise". When a brand promise is not kept, customers flee and go elsewhere. As a simple example, take an advert on radio/TV that promises housewives that OMO removes stains from clothes. This is the "**brand promise**" by the manufacturers of OMO. What happens if the soap does not do that in real life? The customers will switch to an alternative, for example, Surf. Unfortunately for WASCO's customers there is nowhere else to run to if we do not fulfil our promises. This is even more of a challenge for us because then we have to work extra hard to ensure that our customers' expectations are fulfilled because they have no alternative(s) to run to.

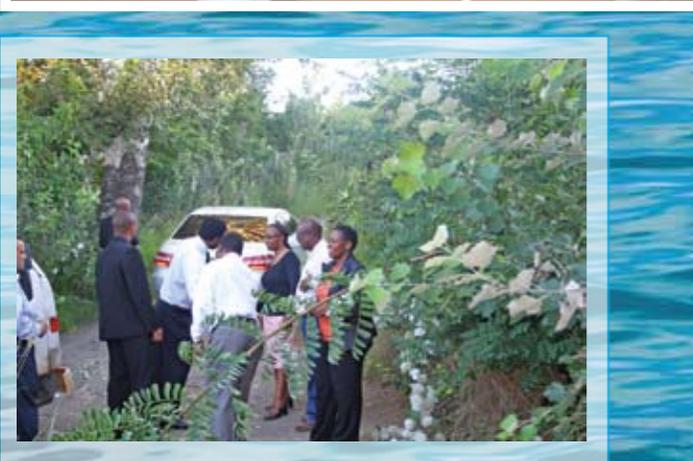
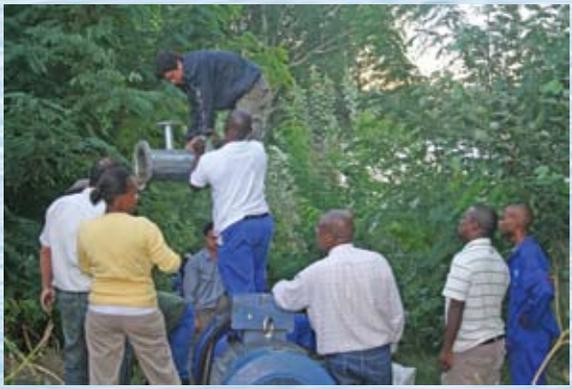
A brand promise is not an end in itself but should be reinforced by behaviours of all the staff members. This is where HR comes in, that is, to convert the brand promise into "Brand Behaviours." The Human Resources function should help to identify the specific behaviors required to deliver the promise. For example, it should be a punishable offence to be rude to customers by any staff member who comes into contact with a customer whether at work or out in the field. This may be contained in personnel regulations but if they are not enforced they end up being just regulations stored inside shelves.

People often wonder why, suddenly, HR people never complete a sentence without mentioning the term "Brand". These are the "new age" HR practitioners who appreciate the role that HR can play to push the brand of their organisation. By virtue of their functions HR practitioners are better positioned to affect and influence the behaviours of staff than any other people in the organisation.

Staff go there to process their leaves, sign engagement contracts, lodge work related complaints, and so. In short, it is at the HR where every staff member is a client on personnel issues. Furthermore, policies initiated in HR usually affect every member of staff. It is these platforms that HR can use to ensure that all large and small actions that people take every day, throughout the organisation, fall in line with WASCO's brand promise. In addition numerous studies have shown that employees have a more positive attitude toward the brand and are more likely to incorporate this image into their work activities when there is some degree of HR involvement in the internal branding process.

After operationalising the brand promise, the next step is to make sure training and development programs, performance management systems and compensation programs are designed to reinforce and promote "brand behaviour." In doing so, HR can change the way employees think and behave as they go about their daily activities.







Is WASCO confirming its brand promise through actions?

Our brand promise is enshrined in our mission, vision and corporate values which articulate what we do and how we want to do it. Our mission, for example, has numerous promises in it that would just be rhetoric if they were not reinforced by real actions. **"We provide our valued customers in all designated urban areas with high quality potable water and wastewater disposal services through efficient and innovative processes; and highly motivated, competent and professional staff"**. Below is a dissection of our mission to demonstrate what we have promised and what we should do as WASCO to enforce that through our actions.

1. **"We provide our valued customers"** – Anything that is valued is treated with care. This means that every staff member of WASCO should demonstrate empathy, sympathy and respect wherever and whenever they meet customers. They should literally take it upon themselves to assist, fully, every customer that requires their help.

2. **"High quality potable water"** – We can only produce water of the highest quality if our people religiously observe all the requirements for treating water. We can only produce quality water if the

management of WASCO installs the best machinery and equipment for treating water. Quality water also depends on the commitment of line managers to supervise, for example, ensure that correct chemicals are dosed when treating raw water.

3. **"Environmentally sensitive waste water disposal services"** – This component of our mission actually feeds from our state's environmental and health laws, that is, in addition to being a service that we provide, it is also a very important contribution towards our national objectives. It therefore means that all staff members who are responsible for providing this service should do their jobs with dedication. A burst sewerage pipe should be treated as an emergency at all times as failure to do so threatens the environment.

4. **"Efficient and innovative processes"** – The work environment at WASCO should enable people to be creative and all possible should be done to equip them with the latest technology to ensure that things are done with speed and accuracy.

5. **"Highly motivated, competent and professional staff"** – A motivated person is usually the most efficient. Good remuneration is the best catalyst for motivation and if structured right can make a world of difference. Training and guidance help the personnel to be competent and can easily be moulded into professional staff.



A boy drowns in a pond

By: Rethabile Lefantsatsa



A 10 year- old- boy drowned in a pond under construction, and was declared dead on the scene. According to his uncle who was a distance from the scene, a group of young boys were happily playing near the ponds. The delighted boys started running around the ponds, and apparently the uncle lost sight of them. He was later alarmed by boys calling for help and he ran to the scene.

It was discovered that the boy got into the pond which collected some water after the rains in an attempt to swim. He however, couldn't swim around the body of water and disappeared beneath the storm water and was submerged for half a day. Measures were taken to locate him in the pond but to no avail. His body was discovered by his uncle underneath the murky water but he was already dead.

Potholes

By: Rethabile Lefantsatsa

Even the pot-holes have turned into the large streams. Please do not let the children play around them.

It is not clear why others do not notice the rising stream waters. As the puddle laps the first row of flowers, children carry on playing with their feet in the water. The buildings are surrounded, and then flooded.

Why don't these children run? You are the only one who can see the danger as an adult, and you realize you must save them from drowning. You try to run towards your own daughter, but you discover that her feet are stuck in the mud and cannot move. You try to yell at the people you love, telling them they must do something now, quickly, or your child will die, but though you open your mouth no sounds come out.

The water laps into your mouth and begins to choke you. Then you die too!!!



Illegal Extension of Yards

By: Rethabile Lefantsatsa



The illegal extension of yards seems to be an escalating problem in WASCO's jurisdictions. Many villagers are extending their yards up to the deplorable limits, encroaching upon the roads and WASCO's main pipe sites.

This problem does not block only the roads; it also hampers the development of other projects such as water and sewerage pipes networking. These villagers also raise illegal structures to the tune of more than one story building over the pipes of WASCO. As a result, cracks develop on the pipes and in the house of nearby residents, causing danger to life and property.

Based on the previous events reported to WASCO by some villagers, placing a physical structure over the company's pipe lines has reached the record high. In fact, during the middle of 2010 a large number of the villagers after obtaining a piece of plot extended the frontiers of their yards. According to investigations held by WASCO, some occupants built intentionally over the pipes so that they could be compensated or be resettled at a cost to the company.

It is of benefit to highlight the denotation of resettlement and compensation. Resettlement results from the loss of land or removal of housing due to construction in the vicinity. Resettlement is only likely to occur as a result of large infrastructure works such as the building of the dams and the like. WASCO's resettlement policy takes cognizance of the precedents established by the existing legislation. On the other hand, for Compensation, WASCO does consider an assessment of the land or crops being lost by an appropriate Government ministry or department. (e.g. the Ministry of Agriculture in the case of crop loss and LSP where land, structures or other assets are being lost.)

WASCO appeals to residents in all its designated centres not to encroach over its jurisdiction. Moreover, residents are advised to seek building permits from the respective Government departments before construction any form of building or extension of such buildings.

UNIK Commissions the Three Towns Water Supply and Sanitation Project

By: Lineo Moqasa

The Botswana based Engineering Company UNIK Construction commissioned the Three Towns Water Supply and Sanitation Project in the three towns of Maputsoe, Teyateyaneng and Roma. The project funded by the European Union aims to provide adequate potable water, wastewater and sewage treatment in the three towns for the medium term up to 2015 for domestic and industrial users.

The project has improved the supply of potable water and wastewater treatment infrastructure in the said towns. Reliable and clean water is to be provided to approximately 80,000 people that is; 46,000 people in Maputsoe, 20,000 in Teyateyaneng and 12,000 in Roma.

UNIK is also commissioning the Maseru Peri-Urban Water Supply Project Phase II. The project covers the villages of Khubets'oana, Mabote, Bobojane, Ts'osane, Sekhutlong, Ha Ts'iu, Ts'enola, in the North East and Ratjomose, Ha Tsolo, part of Rats'oana, Ha Chala and Ha Seleso in the South West. The project aims to provide potable water to almost 5000 households who did not have access to potable water. This initiative strives to achieve one of the Millennium Development Goals of Halving the proportion of people without safe drinking water.

Communities in the project area have already commended WASCO for this initiative and most pointed out that their lives have improved.



Mapoteng e Fumana Metsi

By: Lineo Moqasa



Torotsoana ea Mapoteng e boetse e fumana metsi kamor'a ho ameha haholo ke tlhokahalo ea metsi nakong ea likhohola tse matla tse neng li aparetse naha mathoasong a selemo sena. Phepelo ea metsi e ile ea emisa ka mor'a hore mohloli oa 'Makaliso o fepelang torotsoana ena o hoholehe, 'me le mafika a oele kahare ho oona. Tsela e lebang mohloling e ile ea senyeha 'me le peipi e tsamaisang metsi ho tloha mohloling ea khaoloa ke mafika.

Mohloli ona o likolomethara tse mashome a mabeli a metso e mehlano (25km) ho tloha Mapoteng. Tsela e lebang teng e methipoloho, e kahare ho lithaba 'me ha ho bobebe ho fihla ho oona ntle le ka koloi e hulang ka mabili a mane (4x4).

Ts'ebetso ea ho betla tsela matsoapong ana e bile e boima haholo. Ts'ebetso ea ho loki-

sa mohloli e nkile likhoeli tse tharo 'me le sechaba se hlokile metsi ka nako eo, haese feela sepetlele esita le likolo tse neng li ntse li isetsoa metsi ka tanka. Ho boetse hoa eba boima ho tlosa mafika kahare ho mohloli esita le ka tseleng. Leha ho le joalo basebetsi ba ile ba sebetsa ka thata ho bona hore sechaba se qetella se fumana metsi. "Ts'ebetso ea ho tlosa majoe mohloling le hona ho o ts'irelletsa e phethetsoe. Leha ho le joalo ho setseng ke ho aha lithibella ka thoko ho mohloli tse ileng tsa hoholeha," ho boletse Monghali Seboka Tuoane Mookameli oa WASCO Mapoteng.

Haele Mookameli oa lits'ebelletso tsa WASCO literekeng tse ka Leboea ho naha Monghali Matjeketjeki Mokhesi, o supile hore ts'ebetso ena e boima ea ho lokisa mohloli e entsoe ke basebetsi ba Mapoteng le sehlotsoana sa basebetsi ba nakoana ele ho fokotsa litjeo tse matla tsa ho batla mokonteraka

kaha likhohola li ne li se ntse li nonyelitse mokotla oa k'hamphani. "Ebile ts'ebetso ea boitelo bo boholo haholo ha o sheba hore sebaka sena se fihlelleha ka thata, leha ho le joalo ts'ebetso e phethetsoe ka makhethe," ke Mokhesi eo.

Ts'ebetsong ea letsatsi le letsatsi Monghali Mokhesi o boetse a supa ha ele e boima kaha ho lokela hore ho be le motho letsatsi le letsatsi ea lulang motseng o haufi le mohloli ho bona hore metsi a ea hloekisoa, lipeipi ha li khangoe ke moea, esita le hore lehlabathe ha le bokellane leboteng le entsoeng. Ho feta moo, a supa ha bothata bo bong e le ba ho isa lisebelisoa tsa ho hloekisa metsi mohloling ka lebaka la tsela haholo nakong ea lipula ka ha ho le boima ho ts'ela noka ea 'Makaliso. "Basebetsi ba ee ba lokele ho li jara ka mahetla ba tsamaea ka la Mohlomi sebaka sa likolomethara tse ts'eletseng ho tloha nongeng ho ea mohloling. Ho feta moo nakong ea tokiso ea lipeipi ho sebelisoa terekere kapa sona selei ho jara lipeipi esita le thepa e 'ngoe ea ts'ebetso," ho rialo Monghali Mokhesi. Leha ho le joalo, boemo ba tsela bo fetohile ka mor'a ho betloa kamor'a likhohola, 'me koloi e se e ka kena ha bobebe.

Bona e bile boemo bo sa jeseng litheohelang ho sechaba sa Mapoteng. Ka hona Bookameli ba WASCO bo leboha sechaba sa Mapoteng ka mamello eo se bileng le eona nakong ena ea mathata.



Mabote e imona monoana ka khokelo ea likhoerekhoere

By: Rethabile Lefantsatsa

Mabote e imona monoana ka khokelo ea likhoerekhoere

'Ntlafatso ke mohloli oa bophelo bo botle'. Sena se buua ke Machaba a Kopaneng haholo ka kotloloho ho ipapisitsoe le phepelo ea metsi le likhoerekhoere. Kutloisiso ea machaba ke hore hase bohloko ho hokela metsi empa hose mokhoa oa matloana kapa ts'ebetso ea likhoerekhoere. Leha hole joalo, khokelo ea metsi e ntse e le bothata ho anela sechaba ka moka ho latela moruo o fokolaang, haele khokelo ea likhoerekhoere eona esale morao haholo. Boholo ba sechaba metseng ea litoropo bo

khetha ho hokela ts'ebetso ea metsi ele eona feela, 'me ts'ebetso ea likhoerekhoere e latele ha morao kapa ehle ebe sieo ho hang, mohlomong ekaba ka le baka la moruo o fokolang. Karolo e 'ngoe ea sechaba e ntse e lumela hore ts'ebetso ea marang-rang a likhoerekhoere ke ketso ea bokhabane malapeng a seng a ntse a e sebelisa. Ka hona e kaba bohloko ho totobatsa e meng ea mellemo ea ts'ebetso ena.

Ho hokeloa hoa ts'ebetso ea likhoerekhoere ke mothati oa mantlha ho phahamisa le ho ntlafatsa moruo oa naha. Motho a ka ipotsa hore na setsi sa khoebo sa motse

—moholo Maseru se kabe sele joang ha hone hose matloana a metsi. Se tlang pele kelelong ea motho ke likokoana hloko le mafu, monko o bohloko, monoang le litsintsi ka har'a toropo.

Bongata bo lumela hore bathong ba bats'ehali ts'ebetso ea likhoerekhoere ke ntho ea bobeli ka bohlokoa bophelong ba mosali, ha ele ho banna teng ekaba ntho ea bo leshome ka bohlokoa kapa hoesa morao. Har'a ba bang ba banna, 'sekotlo sa monna ke leralla' e ntse e bonahala e le thebe le matsatsing ana a morao-rao. Ntho e makatsang ke hore le moo matloana a entsoeng, haholo

ana a sekoti, karolo e 'ngoe e ntse e hana ho kena ka har'a ona, ebe e ikhethela ho pota ka mor'a matloana. Ka hona ts'ilafalo ea tikoloho e ntse e itsoella pele joalo ka ha eka matloana ha a eo hohang.

Tsamaiso ea likhoerekhoere le tikoloho e bo-lokehileng ke liea thoteng li bapile. Ho toto-betse hore motho ea tsebang ho hlokomela tikoloho e ts'oanetse ebe ele motho ea bolokang lelapa la hae le hloekile. Ts'oametso ena ea bohloeki eka tseba ho fetela bohaisaneng ha bobebe 'me qetellong motse oohle oa apareloa ke bohloeki.

Taba ea bohlokoa ke hore boikarabello ba ho hokeloa hoa marang-rang a likhoerekhoere ke ba sechaba le Mmuso ka ho ts'oana. Sechaba se ts'oanetse ho utloisisa mathata a ebang teng nakong ea khokelo le ho ikemisetsa ho a rarolla ka kopanelo le Mmuso. Sechaba se ts'oanetse ho ikutloa ele beng ba morero ka kotloloho. Sena se etsa hore ho be bobebe ho kenya letsoho ka mekhoha e fapaneng katlehisong ea morero o joalo.

'Muso ka K'hamphani ea Metsi le Likhoerekhoere (WASCO) li mosebetsing o matla oa ho hokela motse oa Ha Mabote, karolo e 'ngoe ea khubetsoana, libaka tse ka boroa ho Maseru tse fanang ka lits'ebelletso tsa sechaba joalo ka le Sepetlele sa lits'ebelletso

tsa boemo bo phahameng se fumanehang Lepereng, motebo oa Makoanyane, Sekolo sa Thupelo ho tsa Bophelo (NHTC) esita le Masowe, ka lits'ebelletso tsa likhoerekhoere. Baahi ba tikoloho ena eo morero o e akarelitseng ba se ba le haufi le ho nyanya e tsoele le mohasula.

E mong oa baahi ba motse ona oa Khubetsoana ea seng a tabile tje, ea itseng a ka thabela feela ha a ka bitsoa Ntate Thabo o bile a thothotheloa ha a bona mechinihali ea mokonteraka e oetse khabong ka matla 'me a beha tjena!

“Lerole la qoba holima lithota motho a hloma eka ke tsatsi la bofelo.

Tumela khoeela emong o bile are, ke nako tsane tseo bareri e saleng ba libolela. Khoiti ke ena e hotse bopotlopotlo, e fata mocha holima lefats'e. Hampe e etsa mocha o kang oa leboli le khoana.

Ts'oente o ntse a akhotsaka mabeko, a supa boroa, bochabela, leboea kapa bophirima, a qetelle ka ho kolokisa mahlaka mocheng oa khoiti.

Mehlolo ke linoha mesenene ke

batho. Khoiti e boea sekoele e ntse e ikonka, e kupetsa mahlaka ka mobu e bile entse etila sa mocholoko a halala bolao.

Mong are, ka sefene eka fariki tsa leseisane, tsena tse jang licheli le mots'ehare. Tlhalentlhajana e 'ngoe ea Borotse ea keketeha eaba ea ipitika: ea re ho lithena ha le bonntho ee ke tlou makhola. Moshemane ke eo u e kaletse, ka sefene e etsa ratase ka lerole la lefats'e.

Ho hlahile seea- luma thoteng Ha Mabote, Khubetsoana le Maqalika, taola li supa le koana karacheng ea batho Lepereng. 'Muso ka lefapha la metsi le likhoerekhoere (WASCO) o fetotse libaka tsena Kanana, ha habo lebese le kheekhe.

Mohlabaneng ka mor'a ts'inabelo, lengopeng kapa ka morung ho se ho tlaea ea ratang. Ntumelle ke u tsoele khomo ngoan'a monna, monongoaha e chenchile maofane, sekotlo sa monna haesale leralla. Ho nonosa bana noha ka hara motse le mot'sehare ke ho ipitsetsa ba batseka.”

Inspiration

The Flower Gift

The Most Beautiful Flower

The park bench was deserted as I sat down to read beneath the long, straggly branches of an old willow tree. Disillusioned by life with good reason to frown, for the world was intent on dragging me down.

And if that weren't enough to ruin my day, a young boy out of breath approached me, all tired from play. He stood right before me with his head tilted down and said with great excitement, "Look what I found!"

In his hand was a flower, and what a pitiful sight, with its petals all worn - not enough rain, or too little light. Wanting him to take his dead flower and go off to play, I faked a small smile and then shifted away.

But instead of retreating he sat next to my side and placed the flower to his nose and declared with surprise, "It sure smells pretty and it's beautiful, too. That's why I picked it; here, it's for you."

The weed before me was dying or dead. Not vibrant of colours, orange, yellow or red. But I knew I must take it, or he might never leave. So I reached for the flower, and replied, "Just what I need."

But instead of him placing the flower in my hand, He held it mid-air without reason or plan. It was then that I noticed for the very first time that weed-toting boy could not see: he was blind.

I heard my voice quiver, tears shone like the sun as I thanked him for picking the very best one. "You're welcome," he smiled, and then ran off to play, Unaware of the impact he'd had on my day.

I sat there and wondered how he managed to see a self-pitying woman beneath an old willow tree. How did he know of my self-indulged plight? Perhaps from his heart, he'd been blessed with true sight.

Through the eyes of a blind child, at last I could see the problem was not with the world; the problem was me. And for all of those times I myself had been blind, I vowed to see beauty, and appreciate every second that's mine.

And then I held that wilted flower up to my nose and breathed in the fragrance of a beautiful rose and smiled as that young boy, another weed in his hand about to change the life of an unsuspecting old man.

Author unknown

adapted from: www.rogerknapp.com/inspire/flower.htm

Celebrating Women's Month

By Lineo Moqasa



The month of August is recognised as Women's Month and various women-focused initiatives are held during the month across the country. Thus, the Barali Business Association (BBA) saw its official launch at the Maseru Sun Cabanas on August 19, 2011. The association is an initiative of a group of business

and professional women with a vision to cross pollinate and maximise business opportunity through association for women in the business and professional worlds.

WASCO women joined this celebration to share with their female counterparts the challenges women face, particularly in the economic sector, how they can remove the barriers and maximise the commercial opportunities for professional and business women. It is in this celebration that some of the successful women entrepreneurs on the business scene shared their experiences and the journey they travelled. The stories were



sources of inspiration and motivation to women on how their counterparts broke the barriers and created successful businesses.

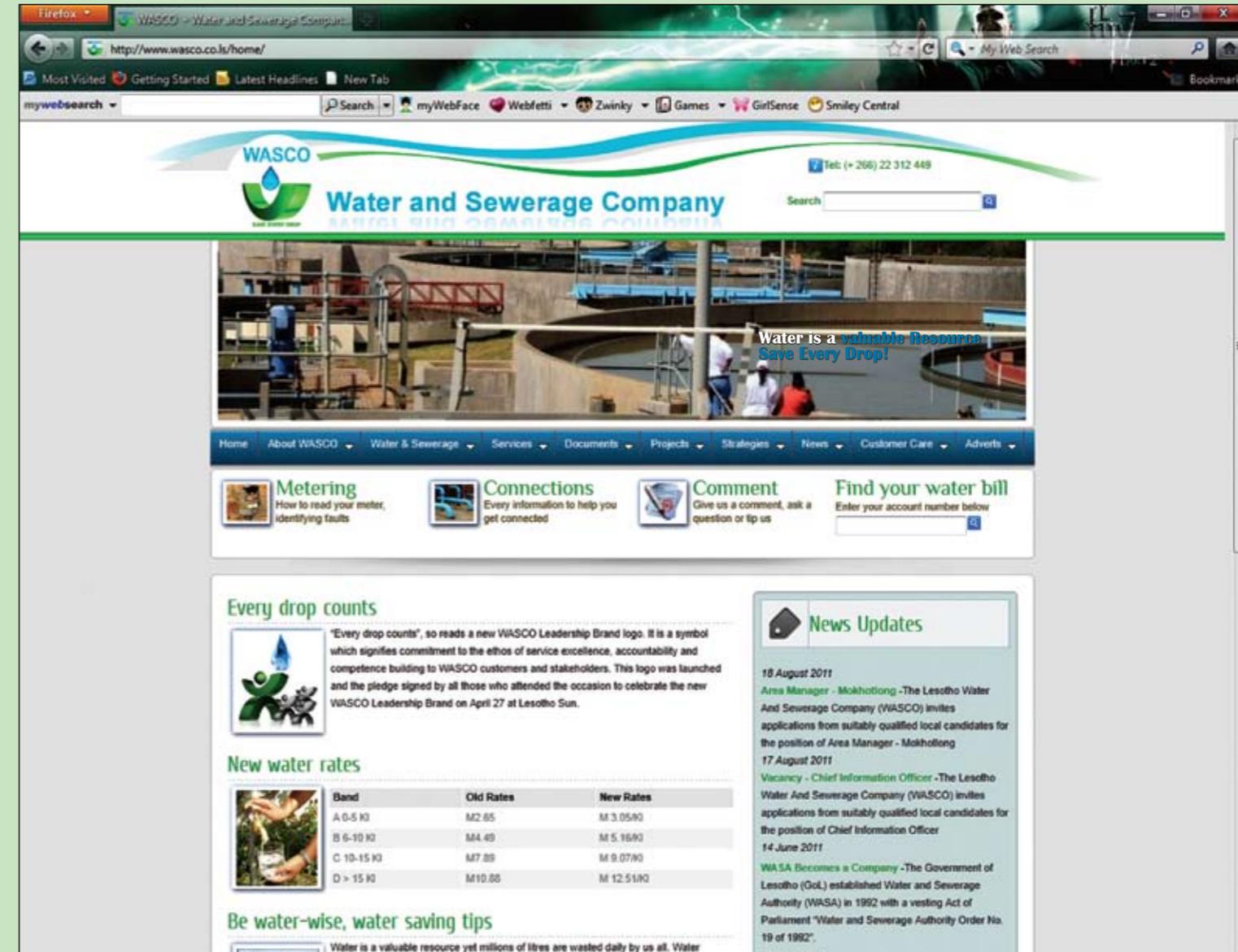
BBA was founded in 2010 not only as a commercial endeavour, but a platform and inspiration for women empowerment.



Appointments for 2010/2011

| NAME | POSITION | SECTION |
|----------------------|--|-------------------------------------|
| Lehlohonolo Matsipa | District Metering Supervisor | Network |
| Lets'epa Zililo | Design Supervisor | Design & Engineering |
| Mpho Ramahapu | Application Specialist | ICT |
| Rets'elisitsoe Lesia | ICT Support Technician | ICT |
| Thandi Buzi | Customer Care Supervisor | Marketing |
| Ntlisi Mokitimi | Strategic Planning & Change Management Officer | Strategic Services |
| 'Mapiti Mafeke | Assistant Transport Officer | Shared Services |
| Nthathi Thahane | Water Production Officer | Water Production (Tikoe – Thetsane) |
| Motlatsi Sekhesa | Maintenance Engineer | Maintenance |

WASCO's Revamped website



NOTICE! NOTICE! NOTICE!

Dear Customer,

New Water Tariff Structure Announcement

Please be informed that the water tariffs have changed as follows:

| | OLD RATES | NEW RATES |
|---|--------------------|-------------------------------|
| Standing charge for domestic customers | M27.12 (M16.21) | M31.19 (M18.64) for Band A |
| Domestic Customers - Water: | | |
| BAND | OLD RATES | NEW RATES |
| A. 0 TO 5 Kilolitres | M2.65 | M3.05 per 1000 litres |
| B. >5 TO 10 Kilolitres | M4.49 | M5.16 per 1000 litres |
| C. >10 TO 15 Kilolitres | M7.89 | M9.07 per 1000 litres |
| D. ABOVE 15 Kilolitres | M10.88 | M12.51 per 1000 litres |
| Standpipe customers | M3.60 | M4.14 |
| Standpipe standing charge | M0.00 | M0.00 |
| Non Domestic Customers – Water | | |
| Standing charge for non domestic excl. government & churches: | M180.61 | M207.70 |
| Standing charge for government | M180.61 | M300.00 |
| Standing charge for churches (religions) | M180.61 | M150.00 |
| All Consumption (industries, business, government) | M7.17 | M8.25 |
| All Consumption (schools, churches) | M7.12 | M8.19 |

All types of customers - Sewerage

The sewerage is charged M6.80 on 85% of water consumed
The non-waterborne sewerage is charged M6.80 on 60% of water consumed

Septic tanks, conservancy tanks, VIPs where there is no sewerage system –M350.00 per load

Septic tanks, conservancy tanks, VIPs in sewer reticulated areas –M540.00 per load

These tariffs will be effective from the 1st April, 2011

WASA MANAGEMENT

WASA has assumed that water returned to sewers is 85% of kilolitres billed.



R. Tali (Mrs.)
Chief Executive

